

Memo from Lois Coleman to Line/Staff Offices regarding SATO contract (March 21, 2002 through February 28, 2003):

Major airlines have announced that they will no longer offer commissions to travel agencies. Therefore, effective March 21, 2002, transaction fees for domestic travel will increase, and we will no longer receive rebates for international travel.

Domestic tickets issued (paper or electronic) at the SATO on-site locations in HCHB and Silver Spring will be increased to \$28.00, and international tickets issued will be charged a \$33.00 transaction fee. Domestic tickets issued in field locations, including the San Antonio Reservation Center, will be increased to \$26.00, and international tickets issued will be charged a \$30.00 transaction fee. Domestic tickets issued by Navigant in Boulder, Colorado, will be increased to \$33.25, and international tickets issued will be charged a \$47.25 transaction fee.